4.2.18.3 Additional Community Outreach. Offerors should provide examples of community outreach activities that would be part of its community outreach efforts.

Sustaining a successful Outreach campaign requires the development of an organized and strategic Outreach plan to enhance existing Outreach efforts into a more population driven campaign. Sprint believes the cornerstone of successful Outreach is the way in which the service is marketed throughout Colorado.

The Colorado Account Manager will continue to work with the CO PUC SRA to determine the most effective targeted Outreach efforts for the following Relay consumer populations:

➢ Deaf

➢ Hard-of-Hearing

➢ Speech-Disabled

➢ Late Deafened Adults

➢ Parents of Deaf, Hard-of-Hearing, and Speech-Disabled Children

➢ Children of Deaf, Hard-of-Hearing, and Speech-Disabled Parents

➢ Senior Citizens

➢ People without hearing loss

The Colorado Account Manager will continue efforts to inform local businesses, religious organizations, disability agencies, and social organizations of the unique communication needs of Relay Colorado users, using such tools as:

➢ "It Pays to Listen" DVD kits

➢ Relay Colorado website

➢ Explanation of the Americans with Disability Act (ADA)

➢ Relay Colorado brochures and instructions

➢ PowerPoint Presentations

➢ Hands-on training using the telecommunications equipment

➢ Cross support from the Colorado Account Manager team and the Sprint Denver office staff

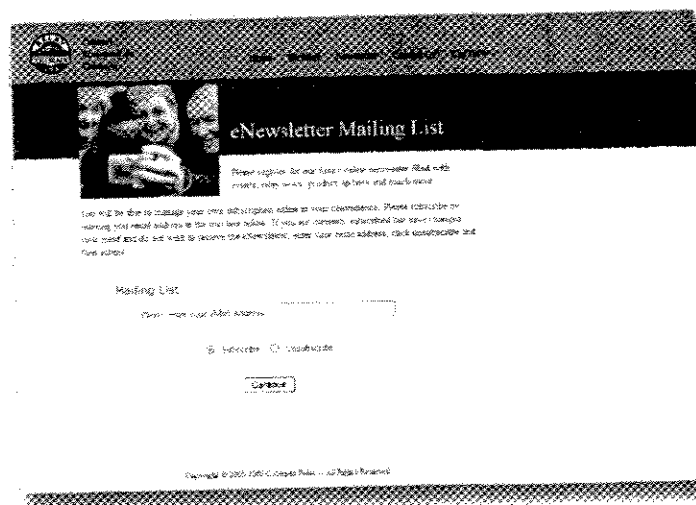Sprint

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A new program launched in the Spring of 2006, is the E-Advertising Program which has been embraced by Relay Colorado users is detailed below:

☎ Electronic E-mail/Website Advertisements

Sprint has found that electronic technology is one of the quickest and most efficient ways to stay in touch with Relay customers nationwide. A great many Relay users are becoming much more knowledgeable and sophisticated in the use of computers, videophones, pagers and wireless devices. In response to the daily use of information and communication technology, Sprint has developed marketing and advertisement tools that capitalize on these cutting-edge channels of consumer access. Some examples of Sprint Relay's promotional efforts of Relay products via electronic mail and websites include:

➢ Electronic e-mail announcements: Relay customers receive an e-mail with PDF advertising or the Relay Today newsletter with links to the Relay Colorado website.

➢ The Relay Colorado website has an eNewsletter mailing list, whereby the user can sign-up to subscribe with their personal log-in information at any time. The eNewsletter mailing registration page can be seen below.

➢ Video clips - Video clips have become extremely popular in the Deaf and Hard-of-Hearing communities since they provide a visual means of sharing information via sign language. Sprint has found that this is particularly useful for providing instructions on how to use new Relay services and products. For example, Sprint Relay uses video clips to educate users on TRS and *CapTel* presented in sign language and posting it in on a website or formatting the clip onto a DVD.

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➢ **Text Messages** - Sprint can broadcast a text message to a list or group for e-mail distribution statewide. Over the course of the last year, Sprint collected e-mail addresses from community Outreach events to develop a mailing distribution list. With the user's permission, e-mail announcements are sent to Relay Colorado users to keep abreast of new developments related to Relay services.

➢ **Wireless Device Pagers** (PDAs, etc.) - Wireless device pagers are also an effective way to communicate Relay service announcements to users. Sprint will create a pager e-mail address database from Outreach community events and personal contact with Relay users to distribute Relay information to holders of wireless devices.

➢ **Web Banners** - Sprint has designed and created web banners to be placed on be on organization's websites to promote TRS and *CapTel* services. Web banners have a visual appeal that is popular among Relay users. Sprint has found this to be a very effective form of Outreach, as many Relay users have migrated to personal computer use on a regular basis, if not on a daily basis.

➢ **Announcement on community websites:** Another effective educational and marketing tool is the posting of announcements on websites designed for community networking; to keep community members informed and connected; e.g. Coloradodeaf.com, which is the largest of its kind among Sprint Relay States. Sprint frequently utilizes this venue to showcase activities relating to Relay Colorado and will continue to do so under the new contract.

➢ **Website Links** - Relay Colorado's website address is promoted as a link on the websites of other relevant organizations, either on the website's front page or in information/resource locations, as well as through mass electronic e-mail distribution.

☎ Road Show Tours

Sprint proposes to also host Relay Colorado Road Show Tours as described below. The Account Manager and the SRA will collaborate on appropriate event locations.

Road Show Tours will target the following Relay Colorado consumer populations:

➢ Deaf individuals

➢ Hard-of-hearing (*CapTel* and VCO) users

➢ Speech-Disabled (HCO and STS) users

➢ Late-Deafened Adults

➢ Parents of Deaf, Hard-of-Hearing, and Speech-Disabled Children

➢ Children of Deaf, Hard-of-Hearing, and Speech-Disabled Parents

➢ Senior Citizens

➢ People without hearing loss

➢ Other potential user of Relay Colorado with/without communication barriers

These tours will provide an open forum and showcases various Relay products and services to increase Relay Colorado awareness.

Sample Alabama Relay Road Show Tour Advertisement

☎ Taste of Technology – Hands on Experience!

"Taste of Technology" events were founded here in Colorado in September 2003. The success of that event resulted in its use as a model to be duplicated in many other Sprint Relay States.

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Taste of Technology Conference in Colorado

Sprint proposes to host a minimum of one Taste of Technology events bi-annually in Colorado. Sprint is sensitive to attendees various communication needs and provides accommodations such as Sign language Interpreters, Oral Interpreters, and Real-Time Captioners. This event will be supported by 3 to 4 Sprint Relay employees and Subcontractors, in addition to Interpreters and Captioners. Additionally, promotional materials are made available in standard Braille, large print and Spanish.

Sprint has found that the "Taste of Technology" conference, which provides technology demonstrations and "hands-on" opportunities to trial Relay products and services to be extremely popular in other Sprint Relay States. These events demonstrate the following Relay features:

➤ Traditional Relay Service (711)

➤ Voice Carry-Over (VCO)

➤ Two-Line (2LVC)

➤ Hearing-Carry-Over (HCO)

➤ Speech-To-Speech

➤ CapTel™

➤ Video Relay Service

➤ Video Mail

➤ Internet Relay

➤ Relay Conference Captioning (RCC)

➤ Wireless Relay

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Sprint will continue to invite geographic and age-diverse user groups to attend these events, including individuals who are:

- Deaf

- Mobility-impaired

- Deaf-Blind

- Hard-of-Hearing

- Speech-Disabled

- Hearing

Sprint also extends invitations to agencies, businesses, health care providers and government agencies. The Colorado Account Manager will work closely with the CO PUC SRA to entertain suggestions on appropriate locations to host these events.

☎ State and Local Trade Shows/Conventions/Conferences

Sprint believes that strong visibility and a solid presence at various Deaf, Hard-of-Hearing and Hearing events ranging from small organizational tradeshows to large conventions is crucial.

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☎ MapInfo

Sprint utilizes a measurement tool to identify areas where Outreach efforts are needed. MapInfo allows Sprint to monitor and measure call volumes and call patterns and therefore customize Outreach efforts geographically. The Colorado map which follows serves to identify and target regions to maximize Outreach efforts toward underserved populations.
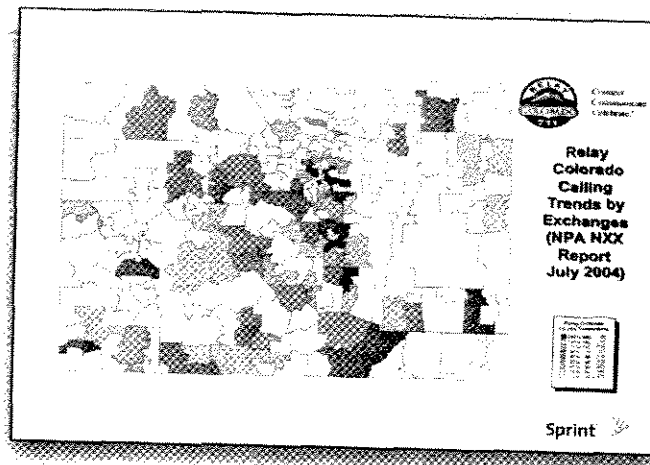
☎ Colorado Telecommunication Equipment Distribution Program

Sprint will work closely with the Colorado Telecommunication Equipment Distribution Program (TEDP). The TEDP provides telecommunication adaptive equipment to qualified low-income citizens living in the State of Colorado, who have a disability which impairs their ability to use the telephone (i.e., individuals who are Deaf, Hard-of-Hearing, Deaf-Blind, Late Deafened, or who have a Speech-Disability).

Sprint will coordinate with the TEDP and the CO PUC SRA to incorporate TRS and *CapTel* marketing materials in the TEDP packages, in order to identify effective ways to increase awareness of TRS and *CapTel* across the State of Colorado.

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☎ Relay User Organizations

The Colorado Account Manager will collaborate with the following organizations to assist with the promotion of Relay Services:

• 911 Task Force	• Colorado Springs Silent Athletic Club
• 24 Hour Sign Language Services	• Deaf News on Colorado
• Hearing Loss of American Association – Colorado Chapters (formerly Self Help for the Hard of Hearing)	• Deaf Sure Can!
	• Deaf Youth Camp
• American Sign Language Festival	• Denver Commission for People with Disabilities
• Access Advocacy Group and Council on Aging	• Denver Deaf Senior Citizens
• ADCO Hearing Products, Inc.	• Denver Ear Institute
• American Sign Language Teachers Association of Colorado	• Denver Postal Services
	• Denver Silent Athletic Club
• Arvada Fine Arts Center	• Department of Vocational Rehabilitation
• Colorado Chamber of Commerce	• DOVE: Advocacy Services for the Abused Deaf Women and Children
• Aspen Camp School for the Deaf	• Families for Hands and Voices, Inc.
• Adams 12 Public Schools District	• Front Range Community College Interpreter Preparation Program
• Cherry Creek Schools	
• Colorado Association of the Deaf, Inc.	• Goodwill Industries of Denver – Deaf Services of Program
• Cochlear Implant Kids and Family Camp	
• Colorado County Attorneys' Association	• Kiwanis Club
• Colorado Collaboration Assistive Technology Conference	• Marion Down Hearing Center
	• Meeting the Challenge (ADA)
• Colorado Hearing Foundation	• Mountain View Elementary School
• Colorado chapter of International Catholic Deaf Association	• Northern Colorado Center on Deafness and Disabilities
• Colorado Neurological Institute's Center for Hearing, Inc.	• Pikes Peak Center on Deafness
	• Pikes Peak Deaf Senior Citizens
• Colorado Registry of Interpreters for the Deaf	• Pueblo Community College
	• Pueblo Deaf Gathering
• Colorado School for the Deaf and the Blind	• Red Rock Community College
• Colorado School for the Deaf and the Blind Alumni Association	• Rocky Mountain Deaf School
	• Rocky Mountain Deaf School Parents and Teachers Association
• Colorado Springs Public Schools Districts	
• Colorado Symposium on Deafness	• Rotary Club
• Colorado Commission for the Deaf and Hard of Hearing	• Silent Coors
	• Sign Language Interpreters of Colorado
• Colorado Telecommunication Equipment Distribution Program	• The Legal Center for People with Disabilities: Client Assistance Program
• Colorado Mental Health	• University of Northern Colorado Sign Club
• Association for the Deaf and Hard of Hearing	• Veditz Center

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☎ Non-Profit/For-Profit Organizations

Below is a list of organizations with which Sprint has developed relationships over the years, keeping them informed about the products and services of Relay Colorado and collaborating on joint efforts promoting Relay Colorado.

• Alexander Graham Bell Association	• CSUN (California State University Northridge) Conference
• American Association Retired Program AARP	• Intertribal Deaf Conference
• Aviation Nation	• National Association of the Native American Deaf
• American Athletic Association of the Deaf	• National Captioning Institute
• American Deafness and Rehabilitation Association	• National Deaf Golf Association
• Hearing Loss of American Association	• National Deaf Women United
• American Speech-Language Hearing Association	• National Hispanic Council of the Deaf and Hard-of-Hearing
• Association of Later Deafened Adults	• National Technical Institute for the Deaf/Rochester Institute of Technology
• Deaf Asian Festival	• Registry Interpreters of the Deaf
• Deaf Nation Expo	• Telecommunications for the Deaf, Inc.
• Gallaudet University	• United States Deaf Ski and Snowboard Association
• National Association of the Deaf, Inc.	• United Cerebral Palsy Annual Conference
• National Alliance of Black Interpreters	
• National Black Deaf Association, Inc	

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☎ Past Outreach Activities in Colorado

The Colorado Account Manager, along with the support of the Denver TRS team have conducted many Outreach activities across the State of Colorado over the past last five years. Photographs chronicling some of those Outreach activities are available for the Commission's review in Attachment O.

The Offeror will arrange and provide interpreting services as well as other services required for these meetings that are typically held biannually. These associated expenses will be reimbursed by the State through the following month's billing. There may be community outreach activities that go beyond those normally performed by the Offeror that, when pre-approved by the SRA, will be reimbursed by the State through the following month's billing.

The Colorado Account Manager will support the Colorado State Relay Advisory Board committee meetings by making arrangements for Interpreting services and any other communication accommodations necessary, in conjunction with the CO PUC Relay Administrator. The Colorado Account Manager will continue to manage all expenses and claims for State reimbursement, including any pre-approved unique Outreach activities.

4.2.18.4 Travel reimbursement. The Offeror will pay for travel reimbursement for SRAC members to attend the biannual meetings and for the SRA and/or other PUC technical or management staff to attend the National Association of State Relay Administration yearly meeting, possible yearly meetings of SRAs from states served by the same vendor, site visits to TRS call centers, and/or other travel directly related to effective administration of the relay program. The Offeror will be reimbursed by the State through the following month's billing.

During the next contract period, Sprint will pay for CO PUC staff to travel to attend the following:

➢ Annual or bi-annual NASRA Meetings

➢ Site meetings to TRS and/or *CapTel* Call Centers

➢ STARS

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☎ STARS (State Telecommunications Administrators of Relay by Sprint)

Sprint sponsors an annual conference for the Relay Administrators of its many TRS and *CapTel* customers, collectively referred to as STARS (State Telecommunication Administrators of Relay by Sprint). Ron Jack, Larry Herold, and Joe Benedetto have been valuable contributors at STARS since the inception of STARS in 1998. The information collected at the STARS conference is utilized to set the strategy for the future of Sprint TRS. Members of STARS have an opportunity to participate in presentations and discussions with members of Sprint support teams who develop and implement Sprint Relay products. At past STARS conferences, Sprint has been honored to host speakers from the FCC, NECA and TDI. STARS members are the first to know about new technology and trends in the marketplace.

It is understood that the State will reimburse Sprint for expenses related to travel for CO PUC staff in the following month's billing.

4.2.18 Reports

The Offeror shall provide monthly a billing statement, performance reports and complaint reports that will enable the SRA to monitor whether the TRS is meeting each of the FCC and State performance standards.

Sprint will provide along with its monthly billing invoice, required performance reports and complaint reports, as seen in Attachment P.

4.2.19.1 Invoice (Billing Statement). This information must be reconcilable data taken from a switch report or other similar audible mechanized source.

Sprint's internal controls provide a verification process that reconciles the invoice to traffic data and ensures that minutes are appropriately billed. The creation of the reporting CDR is an automated function of the switching equipment and software used to provide Relay Services.

The Colorado Public Utilities Commission would prefer to receive billing summaries in electronic format via email with the ability to access the full billing statements upon request.

Sprint is pleased to be able to provide its monthly reports in electronic format in order to comply with the recommendations of the paperwork reduction act. Sprint will be happy to work with the CO PUC if they should ever require hard copies of a particular report or reports at a nominal charge to cover expenses.

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Please be advised that these invoice requirements are subject to modification at the request of the SRA:

- *Total costs for TTY and Captioned Telephone Services*

- *Total Monthly Intrastate/IntraLATA Minutes of Service*

- *Total Monthly Reimbursable Outreach Expenses*

Sprint will be happy to work with the State on any invoice requirement modifications.

4.2.19.2 Performance Reports. This information should ideally be available electronically, preferably through a web interface that would allow the SRA the ability to run these reports as needed.

- *Total number of relayed calls handled by the TRS for any given time period.*

- *Call volume reports showing percentages of each of the following types of calls: local, toll free, intrastate intraLATA, intrastate interLATA and interstate, separated by originating area code.*

- *Average holding time per call and supporting documentation.*

- *Average answer time and supporting documentation.*

- *Number of calls originated by TTYs.*

- *Average daily and monthly blockage rate.*

- *Summary report of the above for any given time period.*

Sprint will provide to the State the following information in electronic format:

➢ **Total number of relayed calls handled by the TRS for any given time period. Please see Attachment P – SGACB101-1 Report – Daily TRS Call Summary.**

➢ **Call volume reports showing percentages of each of the following types of calls:**
   - Local
   - Toll-free
   - Intrastate intraLATA
   - Intrastate interLATA
   - Interstate

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Call volume percentages by the call types listed above will be seperated by originating area code. Please see Attachment P – SGACB101-4 Report – Speed of Answer, SGACB300-1 Report Inbound Specific Information, SGACB310-1 Outbound Specific Information, and SGACB101-3 Intrastate/Interstate.

➢ Average holding time per call and supporting documentation. Please see Attachment P –SGACB680-1 Report – Delayed Call Profile Report - Total Calls Offered, SGACB680-2 Report – Delayed Call Profile Report – Total Calls Abandoned and SGACB680-3 Report – Delayed Call Profile Report – Call Summary.

➢ Average answer time and supporting documentation. Please see Attachment P – ASA Report – Average Speed of Answer.

➢ Number of calls originated by TTYs. Please see Attachment P –SGACB700-1 Report – Inbound Calls.

➢ Average daily and monthly blockage rate. Please see Attachment P– Blockage Report and Speech to Speech Blockage Report.

➢ Summary reports of the above for any given time period as requested by the State.

4.2.19.3 Complaint Reports. A log of customer complaints to include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

Sprint will provide to the State a complaint log which will include the following information at minimum:

➢ The date the complaint was filed.

➢ The nature of the complaint.

➢ The date of resolution.

➢ An explanation of the resolution.

Please see Attachment E – TRS Customer Contact Form and Tally Log.

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*4.2.19.4 Proprietary Reports. After receiving authorization from the Colorado Public
Utilities Commission, the selected Offeror may request designation of certain
written reports as proprietary, consistent with the Colorado Open Records Law. If
so designated by the Colorado Public Utilities Commission, these reports will be
available only to the Colorado Public Utilities Commission and their staff, who are
bound to keep such information from being publicly disclosed. (Information
related to pricing or statistical components that reflect what is being paid for,
generally, will not be considered proprietary information).*

Sprint has read and understands.

4.3 Traditional TTY Requirements

*In addition to Section 4.2, the following provides the requirements for Offerors seeking
to provide traditional TRS services.*

4.3.1 FCC Operational Standards

*4.3.1.1 Communication assistants (CA). TRS Offerors are responsible for requiring that
all CAs be sufficiently trained to effectively meet the specialized communications
needs of individuals with hearing and speech disabilities.*

*CAs must have competent skills in typing, grammar, spelling, interpretation of
typewritten ASL, and familiarity with hearing and speech disability cultures,
languages and etiquette.*

☎ Initial Relay Operator Training

> Initial training for Sprint Relay Operators consists of 80 hours of curriculum,
> workshops, and exercises to train Relay Operators to effectively meet the
> specialized communications needs of Relay users who are Deaf, Hard-of-
> Hearing, Late Deafened, and Speech-Disabled. Training in the operation of
> Telecommunications Relay Service equipment includes both simulated on-
> line call handling, as well as assisted live call handling.
>
> ➢ During the Relay Operators initial training, he/she will be trained and
> evaluated on accurately reflecting the TTY user's intent and on what the
> Relay Operator's role is in the Relay process. New hires also receive
> training in Deaf Culture, ASL translation, and sensitivity to the needs of
> persons with speech disabilities by a qualified person who, if not Deaf
> or Hard-of-Hearing, possesses extensive knowledge in this area.
>
> ➢ Sprint Relay Operators receive extensive training on how to improve
> their interpersonal skills so that they can work effectively with difficult
> and stressful situations that may arise during their employment.

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> Stress can be a factor in maintaining confidentiality. Relay Operators receive three hours of training on healthy detachment.

> Sprint Relay Operators are trained to always use clear articulation and enunciation. Equally important, Sprint Relay Operators are taught to be expressive and vary their tone of voice and rate of speaking by creating a verbal picture with their voice. For many customers it may be their first experience using a Relay Service. Hearing customers using Relay rely on the tone of voice and inflection to better understand the message. How information is relayed may have a greater impression than what is said.

> Sprint stresses the importance of all Relay polices and procedures to Relay Operators beginning at selection/interviewing and continuing through initial and on-going training. Relay Operators know what is expected of them at all times.

> Training is provided utilizing simulated and live on-line call handling procedures of all types of Relay calls and the proper operation of Relay Telecommunications equipment.

> Relay Operators are trained in utilizing proper ergonomic approaches so injuries are avoided.

Please review Sprint's Training Module Outline in Attachment Q for a complete overview of topics covered during initial training.

Sprint Relay ensures that each Relay Operator meets and maintains the required proficiency through a combination of testing, observation and performance evaluation activities as part of the Sprint Relay Quality Program.

☎ Relay Operator Instructors

Sprint's Relay Operator training is delivered by certified training Supervisors who must annually demonstrate proficiency in subject matter knowledge and delivery skills. All applicants for the Relay Operator position are tested, screened, and interviewed to determine if they meet the basic requirements of the job. Sprint Relay has management-level employees throughout its' Centers that possess extensive experience in the field of Deafness, or are native ASL users and/or certified Interpreters. This combination of in-house expertise and external resources allow Sprint Relay to comply with Relay requirements.

Sprint Relay's training and quality team have developed a comprehensive hiring and training program that prepares employees for this challenging position and ensures all communications are of the highest quality.

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As mentioned above, all Sprint employees, including management, participate in 20 hours of Diversified Culture training during the initial training period. Representatives from local Deaf organizations and/or Sprint staff with appropriate experience deliver this portion of training. Sprint works closely with each Call Center's local Deaf community to identify knowledgeable presenters to assist with the training.
In order to successfully complete initial training, the Relay Operator must demonstrate competent skills to translate calls as required.

☎ Relay Operator Quality Program

Sprint launched a quarterly program, which stresses on-going training in 2001. This program focuses on basic call procedures and the Relay Operator's ability to process basic calls. Each Relay Operator is also measured on typing speed on a live scripted call to assure every Relay Operator types 60 wpm. This program is conducted by Sprint Trainers and Supervisors. This program drives quality and identifies areas where development is needed. It is designed to assure Sprint Relay Operators provide quality service to the customers it serves.

Supervisors use the Quality Program data to provide continuous performance feedback to Relay Operators and to award incentives and formal recognition for outstanding performance. If performance is less than expected, employees are provided guidance, retraining, and practice on an as-needed basis to improve their performance. If progress is not satisfactory, Sprint uses formal Corrective Action Program involving progressive disciplinary steps to further encourage improvement. Employees who fail to achieve and maintain the expected proficiency after exhausting the corrective action steps are subject to termination of employment.

☎ *CapTel* Relay Operator Testing

> *CapTel* Relay Operator Trainees spend 2 to 3 weeks training in a classroom setting.

> There is a final proficiency exam that must be passed in order to move into a live call environment.

> Upon completion of classroom training, *CapTel* Relay Operators are scheduled for one-week of transition training, while being monitored and supported by another Relay Operator or an Instructor.

> All Sprint *CapTel* Relay Operators must continue to qualify for live call handling each month.

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- ➢ Sprint *CapTel* Relay Operators are routinely coached on Call Center ergonomics, call handling procedures, and confidentiality.

Several tests are administered to evaluate for skills in the following:

- ➢ Spelling

- ➢ Pronunciation

- ➢ Enunciation

- ➢ Reading Ability

- ➢ Vocabulary

- ➢ Error Recognition - *CapTel* Relay Operators must be able to recognize a mistake in voice-recognition and be able to appropriately correct errors while on a call.

☎ *CapTel* Relay Operator Monitoring

- ➢ Each Sprint *CapTel* Relay Operator is evaluated on a minimum of one call each shift.

- ➢ There is also a monthly test that each Sprint *CapTel* Relay Operator must pass in order to remain qualified to caption live calls.

☎ *CapTel* Relay Operator Instructors

Sprint *CapTel* Instructor candidates are evaluated based on their educational history, experience and captioning abilities. Qualified individuals are interviewed and must give mock presentations of specified training material. The most successful Sprint *CapTel* Instructors usually have prior teaching/coaching experience and have excellent communication and evaluation skills to train the *CapTel* Relay Operator to comply with Sprint *CapTel* requirements.

Relay Operators must possess clear and articulate voice communications.

☎ Re-voicing skills for *CapTel* Relay operators

Sprint Relay Operator Trainees must demonstrate adequate skill level in all aspects of call processing prior to graduation from training.

Sprint Relay Operators are trained to always use clear articulation and enunciation. Equally important, Sprint Relay Operators are taught to be expressive and vary their tone of voice and rate of speaking by creating a verbal picture with their voice.

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CapTel Relay Operator Trainees are screened on several skill-sets to be considered for hire. *CapTel* Relay Trainees must demonstrate a strong proficiency in the primary required skill-set of re-voicing for *CapTel* calls.

CapTel Relay Operators must be able to recognize a mistake in voice-recognition and be able to appropriately correct errors while on a call.

Relay Operators must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Offerors must give oral-to-oral type tests of CA speed.

☎ Relay Operator Typing Speed

Sprint Relay Operator are tested prior to graduating from Relay Operator training and processing live Relay calls. A Relay Operator trainee must achieve a typing speed of a minimum of 60 wpm before they are put on the floor to take live calls.

Sprint uses specialized computer testing software to ensure accurate assessment of Relay Operator typing capabilities. During this test, Sprint does not use technology-aided transmission to test the typing speed. The scores for each Relay Operator are the actual words-per-minute typed.

Sprint uses an oral-to-type test that simulates actual working conditions and the Relay environment. Testing software ensures the oral-to-type test is of a five (5) minute duration. The test used to assess typing speed is the same test used to assess accuracy. Specific typing tests are selected each quarter and are not posted or distributed in advance. Sprint follows all FCC guidelines in regards to typing speed requirements.

☎ Quarterly Typing Tests

After graduation from training, Sprint conducts quarterly typing tests of all Relay Operators using a voice-to-text, computer-based test that simulates actual Relay working conditions. Tests are changed periodically. Testing software ensures the voice-to-text test is for a five-minute duration. The quarterly typing test assesses speed and accuracy.

☎ Relay Operator Call Efficiency

Sprint also believes that its success in Call Efficiency is attributed to our 2,000 plus Relay Operator's typing speed and typing accuracy. In March 2006, Sprint retained an independent quality auditor to measure typing speed, typing accuracy, and verbatim accuracy of Sprint's Relay Operators.

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> *Sprint is pleased to report that we continue to be the leader in both the number of Relay Operators who type more than 60 words-per-minute (wpm) as well as the highest demonstrated accuracy rate.*

The results of the audit showed:

> ➤ Using a confidence interval of 95%, the study indicated that 94.7% of Sprint's Relay Operators typed more than 60 WPM, as compared to 87.0% and 85.2% for the next two closest Relay providers.

> ➤ In regards to typing accuracy, Sprint Relay Operators demonstrated 96.1% accuracy as compared to the 93.9% and 95.9% of the next two closest Relay providers.

> ➤ More importantly, Sprint Relay Operators demonstrated a 73.3% verbatim typing accuracy 95% of the time.

CAs answering and placing a TTY-based TRS call must stay with the call for a minimum of ten minutes. CAs answering and placing a STS call must stay with the call for a minimum of fifteen minutes.

Sprint understands that a change of Relay Operators can interrupt the natural call flow. Therefore, Sprint strives to keep the same Relay Operator dedicated to each call. Sprint will ensure that the Relay Operator remains on the call for at least 10 minutes (or 15 minutes for Speech-to-Speech call).

A Relay Operator change may occur for the following reasons:

> ➤ Customer requests change of Relay Operator

> ➤ End user verbal abuse of Relay Operator or obscenity towards Relay Operator

> ➤ The call requires a specialist (Speech to Speech, another language)

> ➤ Illness

> ➤ Potential conflict of interest (i.e. the Relay Operator identifies an end user as a family member or friend)

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TRS Offerors must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

Whenever possible, the user's preference to utilize the same Relay Operator during the entire conversation will be honored. Upon a request from an inbound caller for a specific gender, every attempt is made to honor the request.

TRS shall transmit conversations between TTY and voice callers in real time.

All conversations taking place between TTY and voice calls take place in real-time.

These standards also apply to Captioned Telephone CAs, whenever applicable. However, Captioned Telephone waivers, per the FCC's declaratory ruling of July 25, 2003 (CC Docket No.98-67), regarding captioned telephone service, are described elsewhere in this RFP.

Sprint meets all the minimum standard requirements mandated by the FCC. Although all minimum standards must be met, the FCC has granted *CapTel* waivers which acknowledge that some standards do not apply. Requirements that received waivers are listed below:

- ➤ STS Requirements

- ➤ HCO Requirements

- ➤ Minimum requirements for Relay Operators

- ➤ Interpretation of typewritten ASL

- ➤ Oral-to-type tests (replace with oral-to-text tests)

- ➤ Not refusing single or sequential calls

- ➤ Gender preferences

- ➤ Interrupt Functionality

- ➤ Call Release

- ➤ ASCII and Baudot

4.3.1.2 Confidentiality and conversation content. Except as authorized by section 705 of the Communications Act, 47 U.S.C. § 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with State or local law.

Sprint believes that measures to ensure confidentiality are crucial to the success of Relay operations and has implemented procedural and environmental measures to safeguard customer and call information.

No written or taped information regarding a Relay call is maintained once the call is released at the Relay Operator position. The conversation text as well as the 'from' and 'to' numbers are removed from the Relay Operator terminal immediately upon termination of the call, at which time billing information is transferred to billing files.

STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

The only exception to this policy, relates to STS calls. Sprint STS Relay Operators may retain information from one inbound call for use in a subsequent outbound call, with the caller's permission. Such information will only be retained for the duration of the inbound call.

CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, State or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call.

Sprint Relay Operators convey the full content, context and intent of the Relay communication they translate. Sprint Relay Operators will type to the TTY user or verbalize to the non-TTY user exactly what is said, in real-time and verbatim, when the call is first answered and at all times during the conversation, unless either user specifically request summarization. Unless requested to speak verbatim, Sprint Relay Operators are trained to translate limited typed English into correct spoken English to ensure that the Voice user is able to understand what is being said.

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Relay Operators are evaluated monthly on their abilities to accurately translate typed text of Relay users who have limited written English language skills. As part of on-going monthly evaluations, Relay Operators are evaluated on their ability to translate ASL 'gloss'.

An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object.

STS Relay Operators are allowed to interact with the user when it is apparent the user is new to the product and is in need of guidance. STS Relay Operators may correct a telephone number that the user receives from one caller and is repeated to the Relay Operator for the purpose of placing another call. STS Relay Operators however do understand they are not to take away the users' independence or direct the call in any way. The STS Relay Operator will facilitate when necessary only for the purpose of assisting in the processing of the call. However, STS Relay Operators will not facilitate if there is a risk of removing the users' independence in placing a call.

Sprint's *CapTel* Relay Operators receive similar training on procedures to protect customer privacy and call content. No information about the call is retained on the Relay Operator's station after completion, and only billing information is retained for the purpose of properly documenting and billing the call through the appropriate systems.

Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

All Video Relay Interpreters (VIs) adhere to professional standards and Code of Ethics for Sign Language Interpreters, insuring strict confidentiality of all VRS calls.

4.3.1.3 Types of calls. Consistent with the obligations of common carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing TRS.

Sprint assures that there are never any restrictions placed on the number of calls, frequency of calls, multiple sequential calls or the duration of calls placed through Relay Colorado, regardless of peak calling periods.
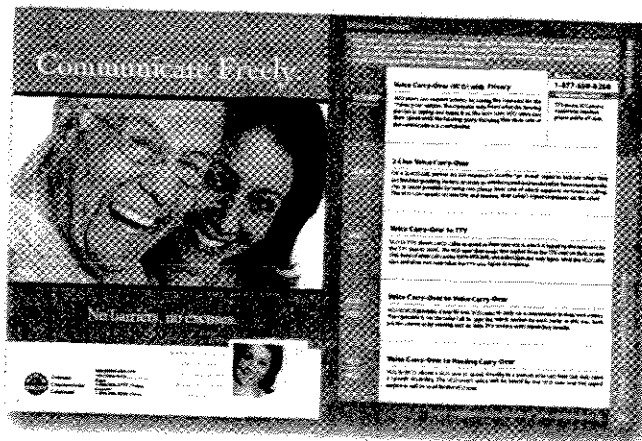
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TRS shall be capable of handling any type of call normally provided by common carriers and the burden of proving the infeasibility of handling any type of call will be placed on the carriers.

Sprint Relay processes all calls as normally provided by Common Carriers in line with current FCC Rules and Regulations. The Federal Communications Commission (FCC) requires Telecommunications Relay Service (TRS) providers to be able to handle all calls normally provided by common Carriers and Sprint complies with this requirement.

The TRS Offeror is required to provide the following types of TRS calls: Text-to-voice and voice-to-text, captioned telephone (Captioned Telephone), VCO, VCO with Privacy, 2LVCO, VCO/TTY, VCO/HCO, HCO, HCO/TTY, HCO/HCO, HCO/VCO, Non-English TRS, STS, and three-way calling.

Sprint provides a full array of VCO and HCO call-types as detailed below.
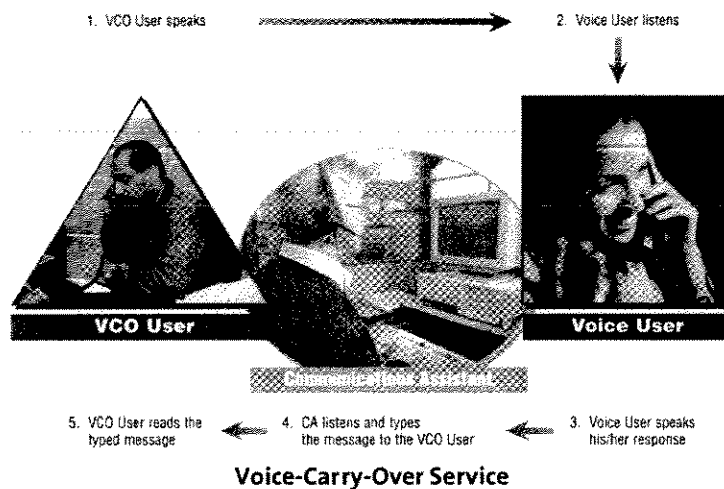

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Voice-Carry-Over (VCO) call processing:

VCO allows a user to speak directly to the person they are calling and receive responses by text through the Relay Operator.

Voice-Carry-Over Service

Sprint provides the following VCO enhancements:

☎ VCO Branding

VCO users may choose to have their telephone numbers permanently branded as VCO calls. When a telephone number is branded as VCO, each call into Relay Colorado receives a unique greeting. The following is an example of the VCO greeting used.

> "Relay Colorado OPR XXXXM/F VOICE (OR TYPE) NOW GA"

This allows the caller to voice his/her call set-up instructions to the Relay Operator directly.

Sprint Relay Operators are trained to use a brief announcement to explain VCO to the end user. For example:

> "Hello. A person is calling you through Relay Colorado. This is OPR XXXX. Have you received a Voice Thru call before?"

If the hearing party has received a VCO call before, the call begins. If not, the Relay Operator is trained to provide a brief VCO explanation if the hearing party has not received a VCO call before. For example:

> "The person who is calling will be speaking directly to you. When he/she says the phrase, "Go Ahead," that indicates that they are done speaking and are ready for you to respond. When you talk, the OPR will be typing everything heard back to the caller. One moment for your call to begin."

Sprint also recognizes that VCO users may prefer to announce and explain their calls themselves. The Relay Operator honors the VCO caller's preference regarding announcing or explaining each call.

☎ VCO Attribute-Based Routing

Sprint will provide VCO Attribute-Based Routing for Relay Colorado users via a designated toll-free number. Sprint is the only Provider to offer this VCO specialized routing services for traditional Relay Services. Relay Operators that demonstrate a high proficiency in handling VCO calls receive specialized VCO training and are designated targets for VCO calls. VCO dedicated toll-free access numbers also assists VCO users that may be calling from PBX lines and/or dual household members.

☎ Voice-Carry-Over with Privacy

VCO users have the ability to request 'VCO with Privacy/No GA'. This is an enhancement to Sprint's VCO product, requested by many VCO users. This feature provides the TTY caller with added privacy on their call because the Relay Operator does not hear the VCO users' voiced messages and no "GA" is needed from the VCO user. The voice user is heard by the Relay Operator and gives the "GA" each time to alert the Relay Operator that he/she is finished speaking.

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☎ Two-Line VCO (2LVCO)

Provides close to real-time conversations between the Deaf or Hard-of-Hearing person and the hearing person. Two telephone lines and three-way calling is needed for this type of Relay call. Two-Line VCO user speaks directly to the hearing person on one (Voice) line and uses the second (TTY) telephone to receive the Relay Operators typed responses voiced by the hearing person. There is no need to give the "GA" or wait a turn, allowing for a smoother and more natural flow of conversation.
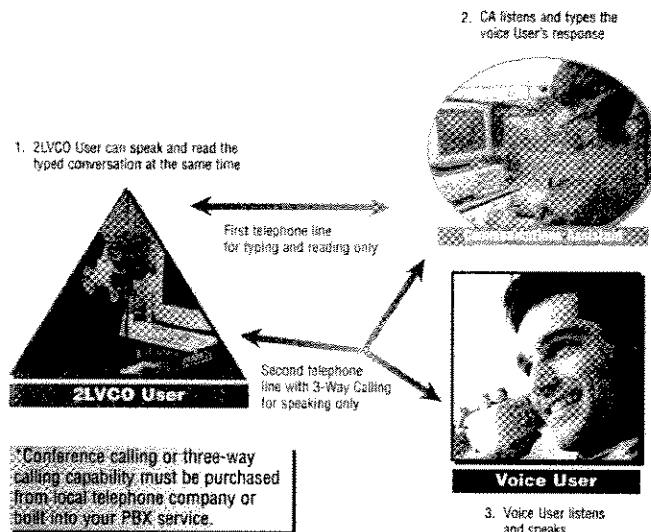
Two-Line Voice-Carry-Over Service

☎ VCO-to-HCO

This feature allows a VCO user to communicate with a Hearing-Carry-Over (HCO) user. The VCO user speaks directly to the HCO user and the HCO user types their response directly to the VCO user's TTY device.

VCO-to-HCO Service

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☎ VCO-to-TTY

Users may communicate with each other through Relay Colorado. The VCO user voices her/his own messages, which are transmitted by the Relay Operator to the TTY user's device. The TTY user types directly back to the VCO user's device, who reads the typed message across their TTY LCD display.

VCO-to-TTY Service
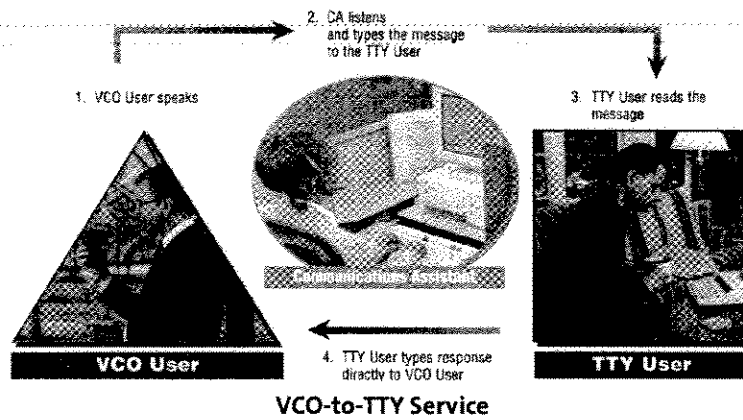
☎ VCO-to-VCO

Users can communicate with other VCO users through the Relay. The Relay Operator listens to each VCO user's spoken messages and types for both parties.
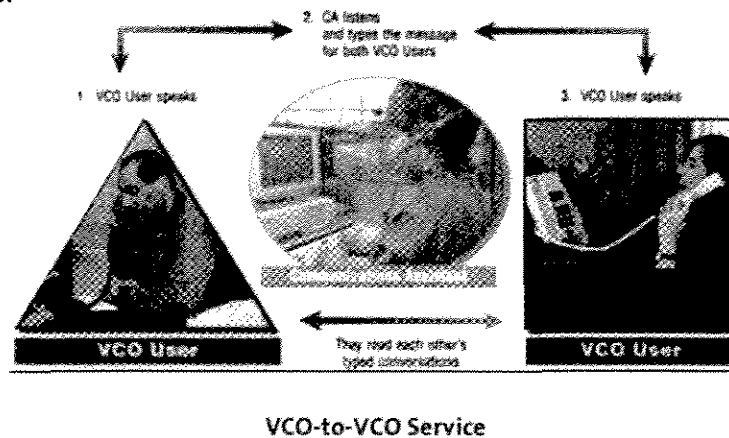
VCO-to-VCO Service

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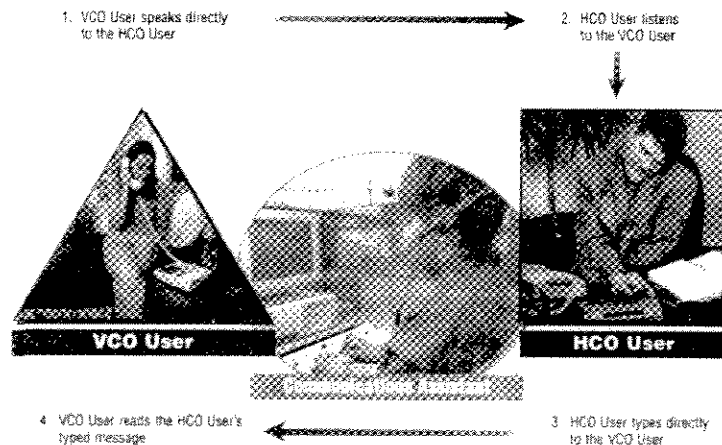
☎ Reverse Two-Line VCO

Provides close to real-time conversations between the Deaf and Hard-of-Hearing person and the hearing person. Two telephone lines and three-way calling is needed for this type of Relay. A hearing person using a standard telephone initiates the call to the R2LVCO user. The R2LVCO user receives the call and connects to the Relay Operator via a standard telephone with three-way calling. The Relay Operator dials the second (TTY) telephone at the R2LVCO user's location. The R2LVCO user speaks directly to the hearing person on one (Voice) line and uses the second (TTY) telephone to receive the Relay Operators typed responses voiced by the hearing person. There is no need to give the "GA" or wait a turn, allowing for a smoother and more natural flow of conversation.
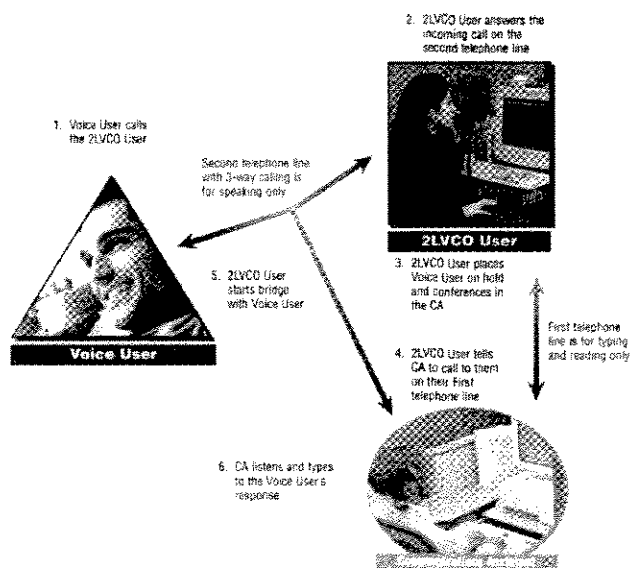
Reverse Two-Line VCO Service

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☎ Hearing-Carry-Over (HCO) Service

HCO allows a person to listen directly to the person they are calling and provide their responses by text through the Relay Operator (and vice-versa). Sprint was the first Relay Provider to offer HCO users what is known as voice progression technology. This advancement eliminates the HCO user's need for reading macros and allows him or her to hear the call set-up, ringing and the called-party answering the telephone.
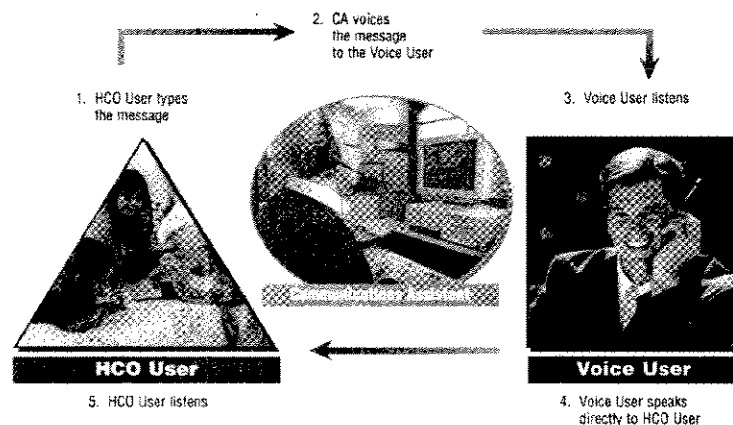
Hearing-Carry-Over Service

Sprint provides the following HCO enhancements:

☎ HCO Branding

HCO users may choose to have their telephone numbers permanently branded as HCO. When a telephone number is branded as HCO, each call into Relay Colorado receives a unique greeting allowing the HCO user to listen directly to the Relay Operator rather than initiating contact through the TTY. The following is an example of the HCO greeting:

> "Relay Colorado CAXXXXM/F YOU MAY HEAR VOICE OR READ ON TTY GA"

Sprint Relay Operators are trained to provide a concise HCO announcement to end users, for example:

> "Hello. A person is calling you through Relay Colorado. This is OPR XXXX. Have you received a Hearing Thru call before?"

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If the hearing party has received an HCO call before, the call commences immediately. The Relay Operator is trained to provide an HCO explanation if the hearing party has not received an HCO call before, as seen below:

> "The person who is calling you can hear but does not speak. You will be able to speak directly to your caller and they will be able to hear your message. When you are finished speaking, please say the words "Go Ahead" and that will inform the caller that it is their turn to respond. They will type their response, which will be read to you. One moment for your call to begin."

☎ HCO with Privacy

HCO users have the ability to request 'HCO with Privacy'. This is an enhancement to Sprint's HCO product. This feature provides the TTY caller added privacy on their call because the Relay Operator does not hear the hearing users' voiced messages. The Relay Operator is engaged only to voice the HCO user's typed message.

☎ HCO-to-HCO

HCO users can communicate with other HCO users through Relay Colorado. The Relay Operator voices the typed message from the HCO user and voices to the other HCO user who listens and then types his or her response back in the same manner, and vice versa.

2. CA voices the typed message to the HCO User

1. HCO User types the message

3. HCO User listens and types

HCO User

HCO User

4. The HCO User listens to the CA voice the message

HCO-to-HCO Service

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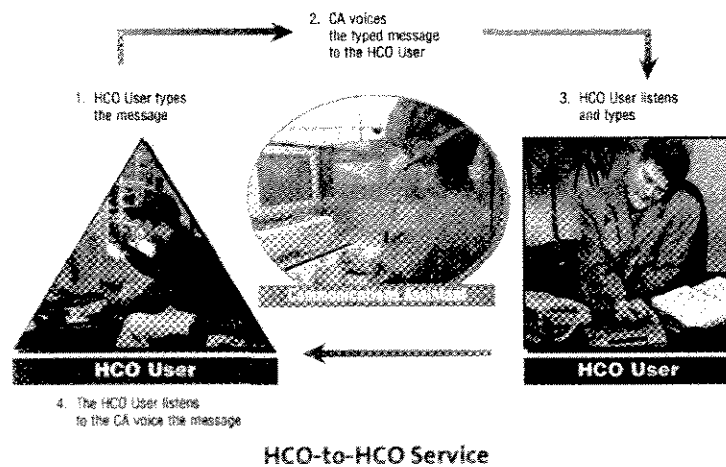
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☎ HCO-to-TTY

Users can communicate with each other through Relay Colorado. The HCO
user types directly to the TTY user. The Relay Operator voices the TTY user's
typed messages to the HCO user.

HCO-to-TTY Service
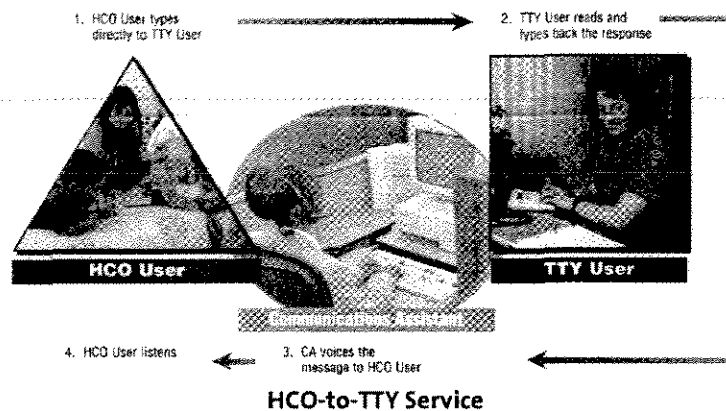
☎ HCO-to-VCO

Users can communicate with each other through Relay Colorado. The HCO
user hears the VCO user's voice. The HCO user's typing goes directly to the
VCO user's TTY.

☎ Two-Line HCO (2LHCO)

Provides close to real-time conversations between the Speech-Disabled
individual and the hearing person. Two telephone lines and three-way
calling is needed for this type of Relay. The 2LHCO user listens to the
hearing person on one (Voice) line and uses the second (TTY) telephone line
to type their responses to the Relay Operator who then voices to the
hearing person. There is no need to give the "GA" or wait a turn, allowing
for a smoother and more natural flow of conversation.

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☎ Reverse Two-Line HCO (R2LHCO)

Provides close to real-time conversations between the Speech-Disabled person and the hearing person. Two telephone lines and three-way calling is needed for this type of Relay. A hearing person, using a standard telephone, initiates a call to the R2LHCO user. The R2LHCO user receives the call and connects to the Relay Operator via the standard phone with three-way calling. The Relay Operator dials the second (TTY) telephone at the R2LHCO user's location. The R2LHCO user listens to the hearing person on one (Voice) line and uses the second (TTY) telephone to type their responses to the Relay Operator who then voices to the hearing person. There is no need to give the "GA" or wait a turn, allowing for a smoother and more natural flow of conversation.

☎ STS

Sprint Relay Operators are trained to use a brief explanation to the end users. For example:

➢ The Speech-to-Speech Greeting and explanation is as follows:

> "The person who is calling you can hear and has a speech disability. They will speak directly to you and I will repeat what they say. When you hear Go Ahead, please respond directly to your caller. Please say "Go Ahead", each time you are through speaking."

☎ Speech-to-Speech

Sprint was the first Relay provider to offer trials in Missouri, California and Maryland before the FCC mandated the service in 2000. This Relay enhancement enables a Speech-Disabled person to use his/her voice or voice synthesizer, rather than a TTY, to communicate on the telephone. Specially trained Relay Operators function as voice facilitators for Relay users with Speech-Disabilities who have trouble being understood over the telephone. STS is included as a standard feature of Sprint's service offering.

The STS concept was developed by Dr. Bob Segalman, who participated with Sprint in the California Speech-to-Speech trials and is fully endorsed as the premier Speech-to-Speech Provider by Dr. Segalman, as evidenced in his letter of support in Attachment A.

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Dr. Bob Segalman

Please see an illustration of STS call processing below:

2. CA listens and assists verbally if necessary

1. Speech-Disabled User Speaks

3. Voice User listens and speaks directly to the Speech-Disabled User

Speech-Disabled User

Voice User

STS Call Process
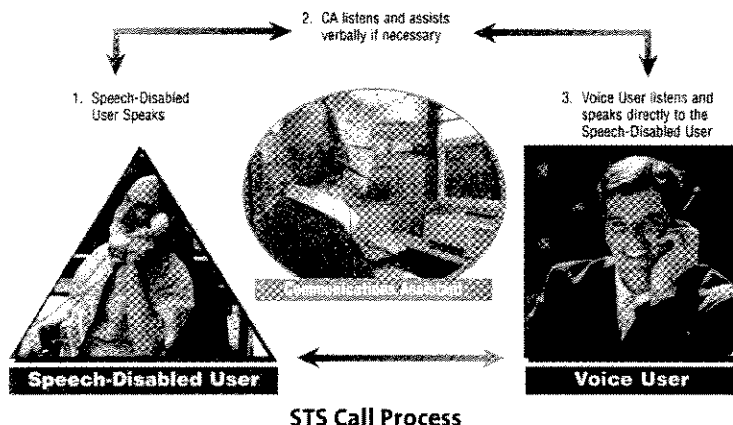
☎ *CapTel* Relay

Sprint is the most experienced *CapTel* provider in the nation, currently providing services for 28 States and the Federal Government, for a total of 29 contracts.

While TRS, VRS, and Internet Relay are viable and appropriate telecommunications options for many Deaf and severely Hard-of-Hearing people, these services do not necessarily meet the unique communication needs of people who are Hard-of-Hearing or late Deafened. To this end, Sprint is proud of its pioneering efforts with Ultratec, Inc. to provide Captioned Telephone (*CapTel*) Services.

CapTel phone users place a call in the same way as those using a traditional telephone. As the caller dials, the *CapTel* phone automatically connects to the Captioning Center. When the other party answers, the *CapTel* phone user hears everything being said, just like a traditional call.

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CapTel User — **Talks to the other party...** — **Other Party**

...who talks back for CapTel user to hear.

Captioning Service

...for user to read on the CapTel display
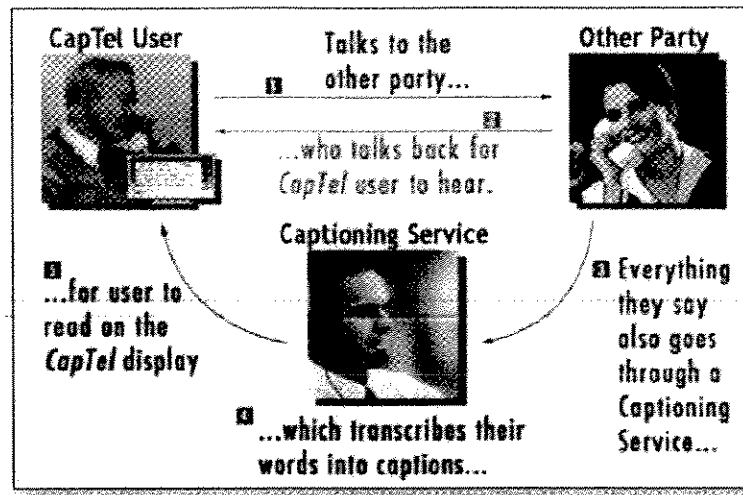
Everything they say also goes through a Captioning Service...

...which transcribes their words into captions...

Behind the scenes, a specially trained Operator at the *CapTel* captioning service transcribes everything the other party says into written text, using the very latest in voice-recognition technology. The written text appears on a bright, easy-to-read display window built into the *CapTel* phone. The captions appear almost simultaneously with the spoken word, allowing *CapTel* phone users to understand everything that is said — either by hearing it or by reading it.

TRS providers shall provide, as TRS features, answering machine and voice mail retrieval including interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

When reaching an answering machine or recorded message, the Relay Operator utilizes Sprint's recording technology, which has the capability of recording audio information from the outbound line on the first attempt using a 'hot-key'. The Relay Operator then plays back the recording at a pace that allows them to relay the entire message to the TTY caller. Relay Operators are trained to type or relay the entire recording. Please note the following:

➢ Callers to Sprint Relay are charged for the first call only.

➢ Subsequent redials to replay a message, leave a message, or enter information into an interactive menu are not charged to the caller.

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> Sprint has developed a procedure using our Ultra WATS lines to ensure that with additional out-dials; the Relay caller does not incur toll charges.

> This process ensures that callers are not charged for the lengthier portion of the call, the portion requiring the Relay Operator to leave the message, interacts with the menu, or re-types the message.

Sprint Relay Operators will inform Relay users when reaching an answering machine, voice mail, or interactive menu. To keep the TTY caller informed of the call progress, the Relay Operator hits a "hot key" which transmits:

(ANS MACH PLAYING) or (ANS MACH HUNG UP) GA

or

(RECORDING PLAYING) GA

Hearing users will be informed orally of call status messages.

The Sprint Relay Operator transmits the caller's message either orally or via text.

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The Relay Operator confirms with the caller that their message has been left. Once the Relay Operator has left the message on the answering machine or voice mail, the Relay Operator confirms orally or sends a pre-programmed response to the Relay caller stating:

(UR MSG LEFT) OPR XXX GA)

☎ Answering Machine Message Retrieval (AMR)

When a user requests to retrieve messages from their voice mail the Relay Operator uses the Recording Feature to relay the messages verbatim from the voice mail system using instructions provided by the caller. The Relay Operator will abide by the user's instructions to access the Voice Mail system to save or delete their messages.

When a user requests to retrieve messages from an answering machine at their same location, the Relay Operator will instruct the user when to take the handset off the hook, to set it next to the answering machine and push "play" to begin playing back the messages. The Relay Operator utilizes Sprint's recording technology, which has the capability of recording audio information. The Relay Operator will record all messages. Once the customer places the phone back on the TTY, the Relay Operator will then type all messages verbatim. All recorded messages are automatically deleted from the Relay Operator's terminal once the Relay call is completed.

AMR
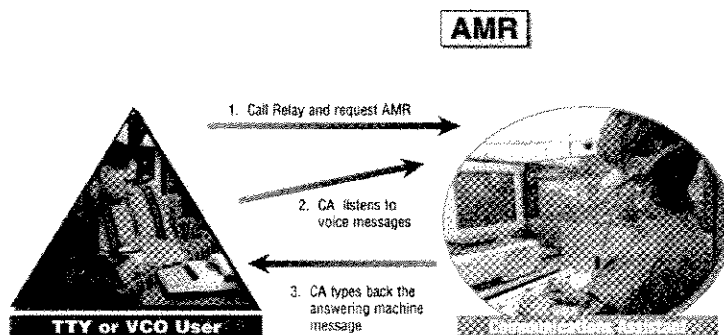
Note: Voice Users may also request retrieval of TTY answering machine messages through relay.

Answering Machine Retrieval (AMR)

Providers of TRS are permitted to decline to complete a call because credit authorization is denied.

Sprint has read and understands.

TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

☎ Three-Way Calling

Relay Colorado users who have purchased Three-Way calling or conference calling capability from his/her Local Exchange Carrier can use this feature when placing a call through Relay Colorado. This feature will allow the Relay Colorado user to place the call to the Relay and then conferences in the voice-called party. This is also known as the Two-Line VCO method.

Another example would be if the Relay Colorado TDD user places the call to Relay Colorado and then conferences in another TDD user on the line. The original TDD user requests to place a call to the voice-called party. It then becomes a conversation between two TDD customers and one Voice customer. This process also would apply if there were two voice customers and one TDD user on the line.

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☎ Call Release

Sprint offers Call Release, also known as TTY-to-TTY call set-up. For example, when a TTY user calls another TTY through a business switchboard, automated voice response unit or the call is answered by a TTY called-party, the Relay Operator will follow the customer's instructions in setting up the call between the two users. Once the Relay Operator has both TTY parties on line, the Relay Operator releases the call and the conversation is removed from the Relay Operator's screen ensuring confidentiality. TTY callers are then able to conduct a conversation with their called party (TTY) without an intermediary remaining on the line. Sprint adheres to the FCC's 2nd Report and Order rule, when the call is signed off or 'released' by the Relay Operator, the call ceases to be a Relay call and is no longer subject to the per-minute reimbursement.

☎ Frequently Dialed Numbers

Frequently Dialed Numbers also referred to as Speed Dial numbers allow Colorado users to store frequently called telephone numbers in their customer profile. Each telephone number placed in the profile will be assigned a unique code of zero through nine. When the customer calls into the Center, either they can provide the Relay Operator the code for the frequently called number or the name associated with that number instead of the entire 10-digit number. The Frequently Dialed Numbers feature is also a standard feature of the Sprint Customer Database.

4.3.1.4 *Handling of emergency calls. Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.*

Sprint meets the requirements of emergency calls by immediately routing 911 calls to an appropriate Public Service Answering Point (PSAP) that the caller would have reached by dialing 911 directly, or a PSAP that is capable of dispatching emergency services in an expeditious manner. With one Relay Operator keystroke, Sprint's intelligent Relay Operator application utilizes the NPA/NXX information of the inbound caller to immediately cross-reference this information to a national database containing the ten-digit emergency number for every PSAP Center in Colorado. Within seconds, this number is entered in the dial window and the call is then immediately initiated.

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Sprint Relay considers an emergency call to be one in which the user of the Relay Service indicates they need the police, fire department, paramedics or ambulance. Sprint utilizes a standard E911 database that serves all of the United States and has uniform procedures, as noted below, which are followed at every Sprint Relay Center.

➢ The Relay Operator, when told by a TTY/ASCII user (non-voice) that an emergency exists, will hit a hot key.

➢ The Relay Operator terminal will post a query containing the caller's ANI to the E911 database.

➢ The E911 database currently responds with the telephone number of an appropriate PSAP; automatically dials the PSAP number and passes the caller's ANI to the E911 Service Center.

➢ The Relay Operator will remain on the line and will verbally pass the caller's ANI to the E911 Service Center Operator.

Relay Colorado users will be encouraged to dial 911 as their primary means of contacting Emergency Services. However, if a Relay user makes an emergency call through Relay, the Sprint Relay Operator will make every effort to correctly route the call to an appropriate PSAP based on the network and user-provided information. As required by the FCC, Relay Operators will remain on the line and give the Emergency Service Provider the caller's telephone number, even if the caller is no longer on the line.

It is Sprint's opinion that in some emergencies, valuable time could be lost if the TTY call were to be transferred to the PSAP, and the results could be life threatening. Therefore, Sprint will allow direct TTY-to-TTY communication in the following scenarios, if allowed by the FCC:

➢ At the request of the caller

➢ At the request of the PSAP Operator or PSAP Supervisor

The Relay Operator will remain connected and relay the call, if:

➢ The PSAP is not capable of receiving and conversing directly with the caller in the modality of the caller (i.e. if the caller is using a communication modality other than TTY, (i.e., VCO, HCO, STS, ASCII, VRS, or Internet Relay)

➢ The Relay Operator is having technical trouble transferring the call to the PSAP (i.e., the caller is disconnected from the PSAP; the PSAP cannot establish a TTY connection, etc.)

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> For tracking purposes, all emergencies are documented at the time of the call.

4.3.1.5 In-call replacement of CAs. CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes.

Sprint ensures that the 10-minute rule is followed not only by TRS Relay Operators, but also VRS and *CapTel* Relay Operators.

CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

Sprint will ensure that the STS Relay Operator remains on the call for at least 15 minutes.

4.3.1.6 CA gender preferences. TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

Sprint makes every effort to honor the user's request for a specific gendered Relay Operator when the call is initiated and when the call is transferred. Whenever possible, the user's preference to utilize the same Relay Operator during the entire conversation will be honored as well.

4.3.1.7 STS called numbers. Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers, which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

Sprint offers STS users the option of maintaining in their Customer Preference Profile, a list of names and telephone numbers which the STS user frequently calls. When the STS user requests one of these names, the Relay Operator will repeat back to the caller, the name and State the telephone number to ensure Relay Operator accuracy. It is understood that all customer database information will be transferred to any new STS Provider.

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4.3.2 Additional Colorado Operational Standards

4.3.2.1 Standard Relay Product Features. The State and TRS users currently consider the services listed in Appendix B to be standard features. Offerors must demonstrate that they can provide all of these services and the prices per call session minutes in their proposal should be for TRS that include all these services. To facilitate a comparison of proposals, Offerors should review the list of features and indicate which services they provide in an identical fashion, which they provide, but in a different fashion and what those differences are, and which they do not provide.

Offerors should also list additional services they would provide as standard features that are not included on the list.

Sprint Standard Relay Service Offerings

Please see Sprint's Standard Features matrix in Attachment B, which includes all standard features offered to the State of Colorado. Also included in Sprint's standard offerings are the following features and services:

☎ ASCII and Baudot

All Relay telecommunications equipment assigned to support Colorado, including station terminals, will be capable of receiving and transmitting in voice, Baudot and ASCII codes, with Baudot (TTY) as the primary setting. Access via all commonly used TTY protocols utilized for Colorado traffic; including 2400 and ASCII rates are available at each Relay Operator position. Upon a call being received at the Relay Colorado Operator position, TTY signals are automatically identified as either Baudot or ASCII; if ASCII, the Baud rate is detected. ASCII rates up to and including 19,000 bps is supported by the Sprint platform. The domestic TTY Baud rate of 45.5 and the international rate of 50 Baud are also supported.

This automatic identification of call-types for incoming calls provides a quick and efficient technique for varied customer input and reduces the average Relay Operator work time to a minimum.

Intelligent modems allow the Relay Operator to handle either voice or data lines from the same Relay Operator workstation. Additionally, Sprint's telecommunications equipment has the capability of sending and receiving Dual Tone/Multi-Frequency (DTMF) signals, enabling the Relay Operator to navigate Interactive Voice Response Units, answering machines, and other automated systems on behalf of the caller.

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☎ Automatic Number Identification technology (ANI)

Sprint was the first Relay Provider to offer Automatic Number Identification technology (ANI). Sprint receives the caller's ANI when passed by the caller's LEC or Competitive Local Exchange Carrier (CLEC). ANI information is also referred to as 'Calling Party Information'. The Relay Operator only asks the caller for their originating number during those rare cases where the LEC or CLEC does not pass the ANI to Sprint. Sprint's ability to capture the incoming callers ANI and cross-reference it to the called-number enables the system to automatically rate the call as either local or toll. Since this is done automatically by the Sprint Relay system, faster call set-up is the result - as the inbound caller is not required to provide any additional information other than the 'called-party' information.

☎ Enhanced Turbocode

Sprint is the only Provider to enhance its Relay platform by implementing Ultratec's Enhanced Turbocode and Dial-Through technology as an alternate protocol for sending and receiving Relay conversations. E-Turbo is an enhanced Turbocode/Dial-Through technology that allows TTY users to pre-enter the outbound phone number and other information for the Relay call. Once connected to the Relay, the information is transmitted and processed through the system without Relay Operator assistance. This speeds up call-set up, enhancing the Relay experience, and decreasing costs for the State.

Ultratec, Inc and Sprint have collaborated to add features and functionality to this technology to improve the Relay process. It permits the owner of an Ultratec Enhanced Turbocode equipped TTY to enter the terminating number that Relay typically dials and their Relay preferences such as:

➢ Call Type (VCO, 2LVCO, etc.)

➢ Language Type

➢ Relay Operator Gender Preference and other time-saving and experience-improving information

When a call using this technology is received at the Relay position, the user-entered information that is required to outdial to the terminating party is automatically transmitted at data speeds, eliminating the current dialogue that is required to transfer that information from the caller to the Relay Operator. This results in a reduction of time needed to set up the Relay call and to connect to the terminating party while improving Sprint's responsiveness to the Relay caller.

This feature benefits a large number of TTY users as many models of Ultratec TTYs including the Pro 80, Uniphone and 4425 Super Print contain the Enhanced Turbocode/Dial-Through technology.

☎ Variable Typing Speed

Sprint is proud to be the only provider who offers a technological TRS solution for Deaf-Blind and Visually-Disabled users. As part of Sprint's commitment to serving individuals with special needs, Sprint has sophisticated technology in place to serve Deaf-Blind users, which includes Variable Typing Speed technology, also known as Deaf-Blind Pacing.

When a Deaf/Blind user connects, the system provides functionality that automatically slows the typing speed transmission to 15 words-per-minute. The Relay Operator is able to type at a normal pace and the system automatically holds and then transmits at the rate for the TTY user.

The system will continue to transmit at the slower pace for as long as the user requires. The Relay Operator has the ability to reduce or increase the transmission speed in five (5) word-per-minute (wpm) increments to reach the user's desired rate of transmission.. Variable typing speed may be requested on a per-call basis, or may be branded with that feature in the Sprint Customer Preference Database.

Without this feature, the voice user is often required to speak one word at a time and the Relay Operator must make a conscious effort to type slower, making the conversation awkward for both parties. Sprint's unique technological feature provides an efficient communication solution for this specific user group.

☎ Call Release

If the outbound user disconnects, the Relay Operator receives a system-generated signal on their screen, then informs the inbound user of the status, as seen below. This automation guarantees consistency for users. The Relay Operator informs users of all possible call status scenarios.

> (PERSON HUNG UP) XXXX M/F GA OR SK

Relay Operators remain on line until both parties have terminated the call. In the case where the caller wishes to register a complaint or commendation, a Supervisor will come on line to assist.

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If the inbound person hangs up while the outbound user is still on line, the Relay Operator says to the outbound user:

"Your party has disconnected, good bye."

The Relay Operator then releases the outbound line. The terminal automatically releases the inbound line, and the Relay Operator will be available for another call.

If the Inbound person hangs up and the outbound user continues to stay on the line, the terminal automatically releases the inbound and outbound connection in 60 seconds and the Relay Operator will be available for another call.

☎ Coin Sent-Paid Calls

Sprint has processed coin-sent paid Relay calls placed from pay telephones since 1990. **The FCC ruling referenced in this requirement is a result of Sprint successfully handling TRS coin sent calls in this manner.** As adapted to the "Alternative Plan" by the FCC in 2002, Colorado users can place local TRS calls from payphones without incurring a charge. Toll calls can be billed Collect, Third Party, Person-to-Person, to LEC calling cards, non-proprietary IXC calling cards (if the Carrier is a participant of Sprint's COC program) and debit (pre-paid) cards. On occasion, the Relay Operator may need to request that the caller provide the dialing instructions indicated on the pre-paid card. The Relay Operator verifies the number and connects the call. The Relay Operator will inform the user of the amount of minutes/units available on the card before the Relay call begins.

☎ Directory Assistance

Sprint is able to offer a Relay Service that provides a complete telephone package including long distance, local, wireless access, and nationwide Directory Assistance. Sprint will provide Relay Colorado users with unlimited access to standard Operator and Directory Assistance including local and long distance Directory Assistance (DA). Once Relay Colorado callers' makes the request, the Sprint Relay Operator contacts the appropriate Directory Assistance Operator. The Relay Operator relays Directory Assistance calls between the Relay user and the Directory Assistance Operator.

Realizing that the majority of DA services are not TTY accessible, Sprint has also implemented a designated toll-free 800 TTY number for nationwide Directory Assistance. The Sprint TTY Operator and Directory Assistance's number is 1-800-855-4000 (TTY).

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☎ 24/7 Live Customer Service

Sprint Relay provides a toll-free TRS live Customer Service number, which is accessible to the public statewide, 24 hours-a-day, 7 days-a-week, 365 days-a-year. The toll-free Customer Service number for TTY and voice callers is 1-800-676-3777 for English and-1-800-676-4290 for Spanish. This number is answered by a live Customer Service Representative for the purpose of assisting with information on placing a Relay call, tips for improving the efficiency of Relay calls, information on new Relay service functions, changes in the service, and to accept commendations and complaints. Customer Service Representatives are capable of serving customers in all incoming call modalities.

☎ Automatic Error Correction

Sprint's Relay Operator software features an error correction element that automatically checks and corrects common misspellings made by the Relay Operator. In 1996, **Sprint became the first Relay Provider to offer Automatic Error Correction software.** Sprint's Automatic Error Correction software is comprised of two components. The first component is the Single Word Edit feature. The single word edit enhancement buffers the word in the terminal memory until the Relay Operator presses the space bar. This enhancement gives the Relay Operator the ability to correct the spelling of a word before transmitting that word to the TTY user.

The second component of Sprint's Automatic Error Correction software is the Word Substitution enhancement. When the Relay Operator types a word and presses the space bar, the system checks the word to be transmitted against a dictionary of misspelled words or abbreviated words. If a match is found between the typed word and the word on the list, the system corrects the spelling. Relay Operators continually submits words to be added to the misspelled word list. Submissions are then checked to ensure the word is not a commonly used abbreviation, or a word used in another language, prior to inclusion in the dictionary.

When correcting a typing error, Relay Operators types 'XXX' in a forward direction and then re-types the word instead of attempting to backspace. The Sprint system is fully automated. To ensure compliance, the system automatically produces 'XXX' when the backspace key is depressed. Therefore, it is not possible for the Relay Operator to backspace.

☎ Customer Preference Database

Sprint launched the first Relay Customer Preference Database in 1995. This information is activated automatically, or at the option of the caller and appears on the Relay Operator's screen.
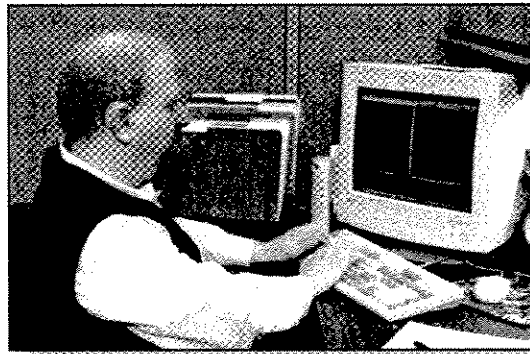
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Users may submit their Customer Profile information by mail, fax, e-mail, and in all modes of Relay. When a user makes a change directly with the Relay Service, it will be implemented and available immediately. This prevents the need for the Relay Colorado user to inform the Relay Service more than once of their call handling preferences. If the request is received via indirect correspondence (i.e. mail, fax, or e-mail), the request will be available immediately upon entry into the Relay system. The Colorado-specific Customer Database Profile form can be found in Attachment B.

Users are also able to create or update their Customer Profile while on-line with a Sprint Relay Operator or Customer Service Representative. Sprint stores this information and utilizes it for users' call preferences to process Relay calls. Sprint's Customer Database profile offers a wide variety of fields, as found in Attachment D - Sprint's Customer Profile Database form.

☎ Split Screen ASCII

This feature allows High Speed ASCII computer users and Relay Operators to type and communicate clearly and rapidly, seeing both sides of the conversation displayed at the same time on their monitor. Similar to voice-to-voice conversation, it provides interrupt capability for the ASCII user and the voice party.

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Sprint TRS ASCII Split Screen User

4.3.2.2 Placing Calls. No more than 30 seconds shall elapse between receipt of dialing information and the dialing of the requested number. Calls to the relay, which are placed on hold shall not be on hold longer than one minute.

Clarified by the State:

Section 4.3.3.2 Speed of Answer, requires that, "TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds…" Further, Section 3.3 Requirements, provides that, "…these services must meet current FCC requirements for the types and quality of services provided. Future enhancements required by the FCC will also be met…" It has always been the position of the State that the relay will not only meet all existing FCC requirements, but also future FCC requirements. Thus, outdated requirements are superseded by Section 3.3, which requires services meet current FCC requirements.

Sprint Relay is committed to providing Relay users with functionally equivalent telecommunication services as that enjoyed by standard telephone users. To this end, Sprint will continue to answer 85% of all Relay Colorado calls within 10 seconds. There will be no more the 30 seconds of elapsed time between receipt of dialing information and the dialing of the requested number.

Calls identified as emergency calls shall receive immediate priority over other calls and must be referred to the nearest 9-1-1 Public Safety Answering Point (PSAP).

Sprint meets the requirements of emergency calls by immediately routing 911 calls to an appropriate Public Service Answering Point (PSAP) that the caller would have reached by dialing 911 directly, or a PSAP that is capable of dispatching emergency services in an expeditious manner. With one Relay Operator keystroke, Sprint's intelligent Relay Operator application utilizes the NPA/NXX information of the inbound caller to immediately cross-reference this information to a national database containing the ten-digit emergency number for every PSAP Center in Colorado. Within seconds, this number is entered in the dial window and the call is then immediately initiated.

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4.3.2.3 *Relaying the full content of communication. CAs must convey the full content, context and intent of the communication they translate. CAs shall, to the best of their abilities, let the deaf or hearing-impaired user know the tone of voice the hearing caller is using. For example, they can type in parenthesis that a person is being rude, is yelling, is being humorous, is laughing, is impatient, or other characterizations of behavior.*

Sprint Relay Operators convey the full content, context, and intent of the Relay communication they translate. Sprint Relay Operators convey to the TTY user the non-TTY user's tone of voice without making subjective judgments. Sprint has worked closely with the Relay-user community to develop an appropriate list of words that convey the tone of the non-TTY user. TTY callers are informed of background noises during the call by the Relay Operator typing in parentheses. The Relay Operator adopts a conversational tone of voice appropriate to the type of call being made. Additionally, all background noises are transmitted to the TTY user in parentheses, as seen in the table below:

Example of Approved Descriptive Words	
(SOUNDS BORED)	(SOUNDS LOUD)
(SOUNDS CONCERNED)	(SOUNDS KIND)
(SOUNDS CONFUSED)	(SOUNDS PLEASANT)
(SOUNDS DISAPPOINTED)	(SOUNDS SLEEPY)
(SOUNDS FRIENDLY)	(SOUNDS TIRED)
(SOUNDS HAPPY)	(SOUNDS UPSET)

Table 7 – DESCRIPTIVE WORDS

Approved Background Noises	
(DOG BARKING)	(DOOR SLAMMING)
(DOORBELL)	(COUGH)
(BABY CRYING)	(CHURCH BELLS)
(LOUD TV)	(MUSIC PLAYING)
(PAPER SHUFFLING)	(PAGER GOING OFF)
(TRAFFIC NOISE)	(TYPING)

Table 8 – BACKGROUND NOISES

CAs shall also keep the user informed on the status of the call, such as dialing, ringing, busy, disconnected, on hold, or explaining the relay to a hearing caller.

Sprint Relay Operators are trained to utilize Sprint's sophisticated technology, which allows Relay Operators to keep the user informed of the status of the call. The Sprint Relay System provides feedback to callers on call status within 10 seconds after the caller has provided the number to call, and will provide status information until the call is answered.

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Macros (pre-programmed commonly used phrases) automatically inform the customer when the Relay Operator is dialing. As the Relay user gives the 'calling-to' number to the Relay Operator, the Relay Operator enters the number in the dialing window, and within 5 seconds outdials the call. A macro is automatically generated stating:

"DIALING XXX-XXX-XXXX."

After the number is dialed, the Relay Operator hears the outbound line ringing, and immediately launches a macro that states:

"RINGING 1...2...3..." ETC.

The Relay Operator informs users of all possible call status scenarios including busy or fax sounds. Relay Operators will keep the user informed during hold periods and will be ready to comply with user requests. Hearing users will be informed orally of call status messages. As requested by the caller, the Relay Operator makes unlimited attempts on busy line calls.

In addition, if the outbound user disconnects, the Relay Operator receives a system-generated signal on their screen, then informs the inbound user of the status, as seen below. This automation guarantees consistency for users. The Relay Operator informs users of all possible call status scenarios.

"(PERSON HUNG UP) XXXX M/F GA"

When speaking for the TTY user, the CA shall adopt a conversational tone of voice appropriate to the type of call being made.

Relay Operators are trained to adopt a conversational tone of voice appropriate to the type of call being made. If a text user types "ooohhhh" or similar typed expression, the Relay Operator will verbalize accordingly. The use of proper voice tone inflection makes the call flow more naturally. Hearing customers using Relay rely on the tone of voice and inflection to better understand the message.

CAs shall indicate to the TTY user if another person (hearing) comes on the line.

Relay Operators also keep customer informed by typing the gender of each caller who comes on the line. If a new party comes on the phone the Relay Operator will let the user know by typing (F) or (M) to keep the user informed.

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CAs shall also announce to both parties to the call when there is a change of operators during a call.

If a change of Relay Operator is unavoidable, Sprint attempts to replace the Relay Operator with a Relay Operator of the same gender, where possible. Relay Operators are trained to make this transition as smoothly as possible and will inform both parties that the change is taking place. In instances where it is necessary to change Relay Operators, a second Relay Operator will plug in their headset at the position and watch the call for several minutes in order to assess the "spirit" of the call and make the transition smoother. After several minutes of observation, the second Relay Operator will wait until the voice user stops speaking and all conversation has been relayed and will then send a macro to the TTY user with the following text, which provides identification of the replacement Relay Operator's gender and their identification number:

(OPR# CONTINUING UR CALL)

The Relay Operator will say to the non-TTY user:

"THIS IS OPR # CONTINUING YOUR CALL."

During initial training, trainees are required to practice this procedure. In addition, a training video was developed that clearly shows the procedure and trains Relay Operators to ensure it is as smooth as possible.

4.3.2.4 Prohibited communications. CAs shall not counsel, advise or interject personal opinions or additional information into any relay call. This also means the CAs shall not make any value judgments on the obscenity of any messages. Furthermore, the operators shall not hold personal conversations with anyone calling the Colorado TRS. The State will not reimburse for any call session minutes that violate this standard.

Relay Operators do not counsel, advise, or interject personal opinions or additional information during a call, even if the Relay communication breaks down. Nor do Relay Operators make value judgments on the content of any Relay communication and will not hold personal conversations with anyone calling Relay Colorado. When prompted, the Relay Operator may extend a polite or concise response such as "thank you" if a Relay user comments on a job well done.

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4.3.2.5 Preserving confidentiality. Proposals shall specify the policies the Offeror will use to preserve confidentiality. Such policies may include mechanisms employees are encouraged to use to prevent unintentional disclosure of relayed conversations, denying employment as CAs to those who have deaf family members or acquaintances, and other methods.

Sprint believes that measures to ensure confidentiality are crucial to the success of Relay operations and has implemented procedural and environmental measures to safeguard customer and call information. These include:

☎ Facility Security

> ➢ All Sprint TRS facilities are secured workplaces.

> ➢ Key card access is required to access call processing area of workplace.

> ➢ All employees wear ID badges identifying the employee by photo.

> ➢ No one is allowed access to facility without proper identification.

> ➢ Relay Operator workstations are cubicles bordered by high sound-absorption acoustic tiles and wear special noise-reducing headsets.

> ➢ Cubicles are arranged to minimize the number of cubicles that are side by side.

> ➢ Relay monitors are placed in such a way that confidentiality is not compromised.

☎ Call Confidentiality

> ➢ After the inbound party disconnects, Relay Operators lose the ability to view or access any information pertaining to that call.

> ➢ Sprint prohibits the use of any information obtained during the processing of a call.

> ➢ Prospective Relay Operators are screened during the interview process on issues regarding ethics and confidentiality

> ➢ During initial training, Relay Operators are presented with examples of potential breaches of confidentiality

> ➢ Stress can be a factor in maintaining confidentiality and ethical conduct. Relay Operators receive three hours of training on healthy detachment.

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